

MATRIS Service Bridge Release v5.6 Guide

On Wednesday January 30th at 10:00 AM MATRIS will be taken off line to upgrade to ImageTrend's latest version of the Service Bridge software, Version 5.6.

There are changes behind the scenes as part of a continuing effort to improve ease of use, speed, and reliability of the system. There is also a significant visual overhaul to the navigational features, including a new login page. After the initial ramp-up period getting used to the new interface, you will notice an improvement in navigation and ease of use. Details of the changes can be found in the following pages as well as the demo site which can be accessed at:

<https://demo.emsbridge.com/> Username: matris Password: matris1

Please keep in mind that the demo site is not an exact copy of MATRIS, it is a generic site, but it will provide you the ability to get familiar with the new navigation.

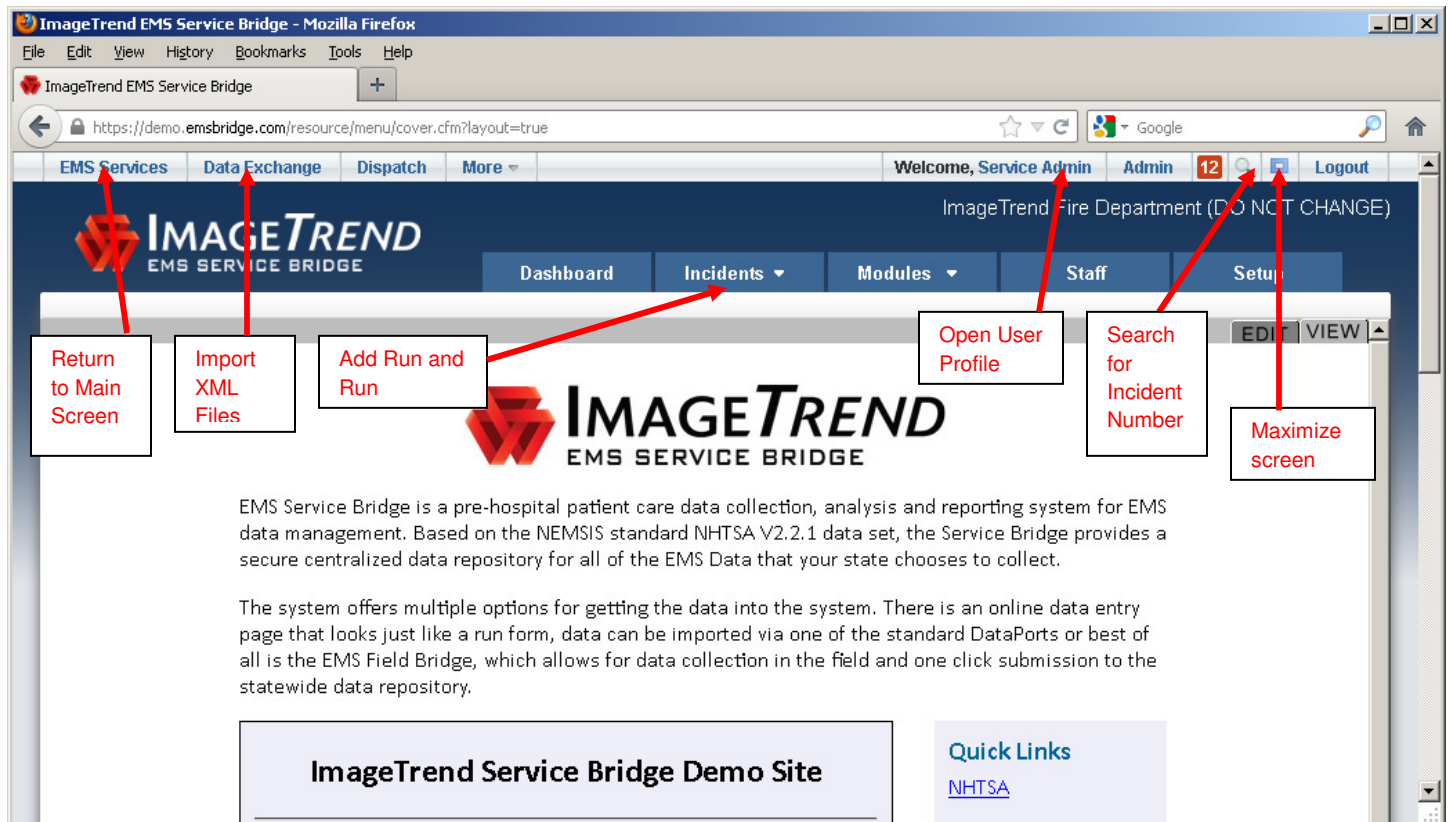
For more detailed information on new features you may access the ImageTrend release notes for Version 5.0 – 5.6 and the module release notes. On the demo site click on **More** in the upper left, then select **Help** from the drop down list. This will take you to ImageTrend University, on the left side menu under **EMS Service Bridge v.5** click on **Release Notes** for Release Notes v.5.0 through Release Notes v.5.6

New Login Page

There is a new login page that will include statistics about the number and percentage of services submitting and the number of runs collected. You will see the summary across the state on the login page. On the **About** tab you will be able to look up any service and see these statistics at the service level.

New Navigation Screen:

Once logged into MATRIS you will notice that the left menu bar has been moved to the top of the screen and replaced with new horizontal tabs. This makes better use of the entire screen width allowing more room for documentation. You will also notice new icons at the top.



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EMS Services – No matter where you are in MATRIS, clicking this option will return you to the main information screen.

Users Name – By clicking on your name in the upper right hand corner will take you to your profile to be able to make updates such as phone #, and email. You must have your email address in your profile to have the system email you a forgotten password.

Search – Allows you to enter a specific Incident # to go directly to a run report, or search for one of your services if you have multiple service affiliations.

Maximize – Clicking this will hide everything between the top gray tool bar and the bottom of the tabs. This increases the onscreen space. Clicking it again will return the tabs.

Incidents – This drop down has **Add Run** and **Run History** that were previously on the left menu. Once you navigate to them these screens behave as they do in the current version.

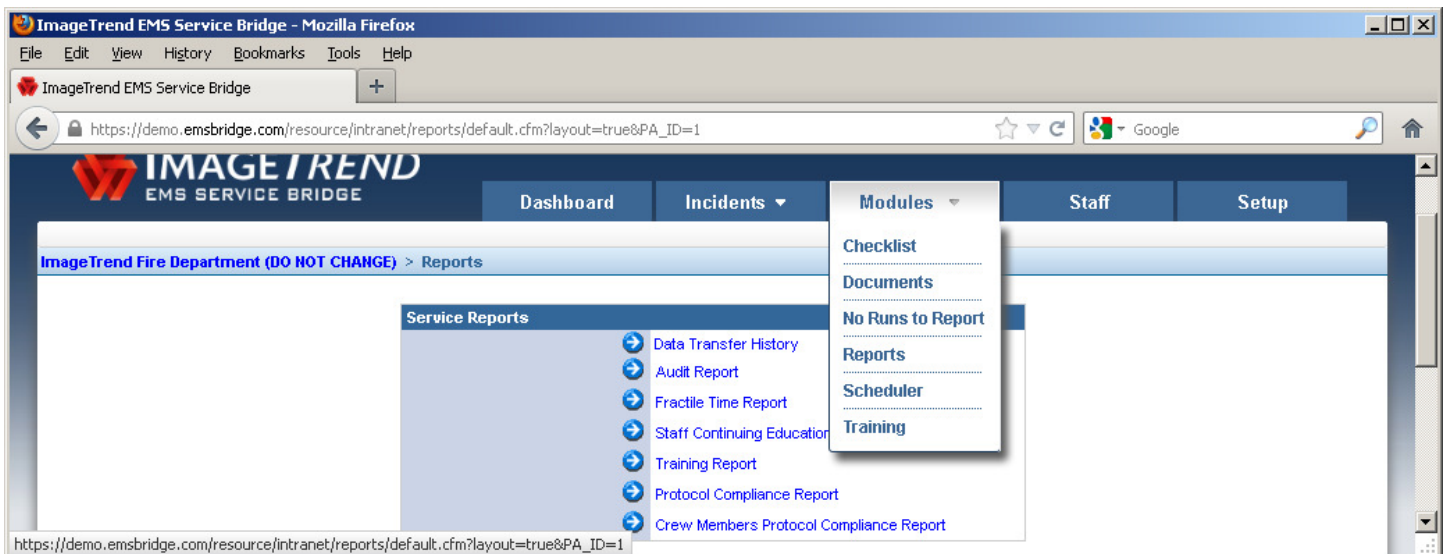
Staff – This tab is the same as the Staff menu option that was on the left.

Setup – For Providers this will allow you to view service information. For Administrators Setup will allow you access to your services configuration to make any necessary changes.

Submitting XML Files

Data Exchange for XML file imports – This is the same functionality as the current Data Exchange, (there are extra options on the demo site that will not be in MATRIS). Use **NHTSA/NISE 2.2.1 XML Data Exchange**.

To view your **Data Transfer History** click **Modules -> Reports**. You will notice a new icon to the right of each file entry labeled **Data Quality Report**, this is a summary of the validation errors for the entire batch and the last 90 days, a very powerful new feature that will streamline your ability to ensure the quality of data submitted.



Multiple Service Affiliations

For those users that are affiliated with multiple services, the drop down menu in the upper left corner is missing. This item has been changed to a new tool that will correct a number of issues caused by switching services behind the scenes with drop down lists etc that some of you may have experienced in the past.

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When users who are affiliated with multiple services login to MATRIS, the system will still login to your primary service. You will notice that your services name is underlined in the upper right corner. By clicking on the services name, you will be presented a new menu that will list your services to switch between.

Run Form/Add Run

The run form has not been changed, it is just accessed from the **Incidents** tab. With this update you should see better cross-browser compatibility across Internet Explorer, Firefox and Chrome internet browsers.

Reports

Report Writer 2.0 is now under the **More** menu. There are a number of new reports under the category Benchmark Reports. Some of these allow you to run the data comparing a service to the region and the state.

Service Reports – This is where **Data Transfer History** and **Fractile Times** reports reside, they are found under the **Modules** tab-> **Reports**.

No Runs to Report - is under the **Modules** tab. This is the function used when there are no runs to report for a month.

New Lockout Feature

A new locked status for all users has been created.

There are now two different types of statuses that are assigned to each user.

- Locked status is a new flag on the user record, allowing you to mark a user account as locked or unlocked. It is set when a staff member exceeds the allowed number of password attempts, is inactive for the a certain period of time or is manually locked by a service or a state administrator. This is located on the Permissions tab of the Staff entry, under the Active/Inactive buttons.
- Active status is set by the system administrator. This status allows you to mark a user profile as active or inactive. This is the status that you would set to “inactive” when a person is leaving your service/staff.

The main difference between the two types of statuses is that users marked as “locked” will still show up on the active staff list and in the drop down lists to be recorded as a crew member or as performing an activity on calls. Setting a user to “inactive” removes them from these lists. Locked users can also be unlocked by service administrators, i.e. you do not have to contact the state MATRIS Administrator to reactivate a locked user now. The state administrator will still manage the active/inactive users. You should report all users to be inactivated from the system to the state MATRIS administrator.